

U.S. Department of State

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)				
1. Post U.S. Embassy Panama		2. Agency Department of State		3a. Position Number A55924
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.				
<input checked="" type="checkbox"/> Yes 2 (A55929 and A55926) <input type="checkbox"/> No				
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces (Position Number) _____ (Title) _____ (Series) _____ (Grade) <input type="checkbox"/> b. New Position <input checked="" type="checkbox"/> c. Other (explain) _____ Updated by American Supervisor on February 16, 2016				
5. Classification Action	Position Title and Series Code		Grade	Initials Date (mm-dd-yyyy)
a. Post Classification Authority	Computer Management Assistant, FSN-1805		FSN-8; FP-6	MM 12/18/2007
b. Other				
c. Proposed by Initiating Office				
6. Post Title of Position (if different from official title) Computer Management Assistant		7. Name of Employee VACANT		
8. Office/Section		a. First Subdivision Management Section		
b. Second Subdivision Information Management Section		c. Third Subdivision Information Systems Center		
9. This is a complete and accurate description of the duties and responsibilities of my position. Vacant _____ Printed Name of Employee _____ Signature of Employee _____ Date (mm-dd-yyyy)		10. This is a complete and accurate description of the duties and responsibilities of this position. _____ Printed Name of Supervisor _____ Signature of Supervisor _____ Date (mm-dd-yyyy)		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. _____ Printed Name of Chief or Agency Head _____ Signature of Chief or Agency Head _____ Date (mm-dd-yyyy)		12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy)		
13. Basic Function of Position Incumbent serves as the FSN LAN Computer Management Assistant for American Embassy responsible for all unclassified hardware and software including the management and administrative responsibilities for the operations and activities of the LAN. The incumbent assist with installation, configuration, maintenance and controlling of Open-Net LAN about 355+ workstations of Opened and DIN connections to CDC, FAA, FCS, DAO, PD, TAT, and APHIS. The incumbent installs, configures, maintains and controls internal and external equipment, VPN routers, switches, repeaters and servers. The OpenNet system consists of 15 Central Servers (PD, Consular, Apps, File, SQL, Exchange, WEB, Print, SAVSE and Exchange and Application). The Open-Net network has nearly 355 + connected workstations, 418 users and 5 standalone PCs. The Wireless Internet system requires internal technical support, as well as external communications lines to provide connectivity to our Embassy staff on the NEC compound and the CMR compound. The incumbent, under the direction of the Computer Management Specialist, will closely monitor, configure, follow-up operations, update security control, update newer				

version, backing-up data and maintenance of the Embassy's Windows platform applications.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

30% Application System Administration

The incumbent is responsible for these tasks on each of the following applications.

- | | |
|----------------------|---------------------------|
| . e-Score | . SharePoint |
| . Work Order Program | . Blackberry |
| . Post Personnel | . Scan Check Application |
| . NEPA | . InfoPath |
| . ILMS | . PKI application |
| . E2 | . NIV Appointment Program |
| . eCC | . EVDB |
| . WebPass Suite | . Consular Applications |
| . COAST | NIV INK |
| . iServices | ACS ART |
| . WinTA | IV ACRS |
| . Quick Book | CST |
| . ICASS | . WinACS |
| . Contacts Database | - e-Allowance |
| OBO workorder | RPA |
| e-Service | iPost |

- Install, configure and customize applications on server and users workstation.
- Troubleshooting the problem related to such matters as equipment failures and applications workload.
- Implement and update security control of the protection of records and files in accordance with DS regulations and report all difficulties.
- Backup data files and program and perform restoration of data or program whenever required.
- Maintain all user accounts and associated records in a proper working document.
- Upgrading to a newer version by testing and checking compatibility with the older version and DS regulation before updating to newer version.
- Coordinate the activation of BlackBerry devices with Washington.
- Provide basic technical assistance to wal-in and call-in users. Provide basic technical assistance with user accounts and devices by promptly determining the nature of the problem and taking the appropriate action.
- Open and close eServices tickets for every instance of user support provided.
- Submit ILMS requests on an as-needed basis.
- Maintain a mobile accounts database that includes all the details necessary to perform general and individual reports on a number of active accounts, active and inactive devices, service plan costs, and service types (voice, data and roaming.)
- Maintain a physical inventory of working mobile devices and accessories that are available in case of emergencies or to support official visits. Employ recycling techniques to keep costs down.
- Use approved Department of State and post policies regarding the use of mobile services and devices for official use to determine legitimacy of all new requests for mobile services and devices.
- Obtain fund cites from all requesting offices to support procurement actions placed in ARIBA.
- Place mobile telecommunications orders in the DOS on-line procurement system, ARIBA working in conjunction with the procurement staff to secure necessary quotations, and prepare sole source justifications.

40% Develop Web and Database Application

- Responsibilities include gathering information from embassy sections and agencies and developing appropriate web or database application in accordance with DS guidelines and policies.
- Choose appropriate programming tool and programming language to develop user friendly and efficient program.
- Update and control all data on the web and update timely where there is a change

- Schedule and prepare a backup strategy for all database and web server.
- Properly document user and system manuals for all applications developed.
- Give first hand support for users and give appropriate training for any applications.
- Rotational duty of support for the helpdesk is required.

30% LAN / WAN Administration

- Assist in the installation and configuration of servers following server based applications in accordance to DS guideline and regulations.
- | | | |
|------------------------------|---------------------------------|-------------------------------|
| - DHCP | - SMS | - Exchange system tool |
| - SQL | - Oracle | - Server tools |
| - ScanMail | - Fastback | - Active Directory management |
| - IIS | - Ultrabac | |
| - Symantec Endpoint Solution | - Windows 2003/2008 Admin tools | |
- Assist in installation of network communication equipment like switches, routers, gateways, bridges, Access points, modems and other equipments in accordance to DS standards and regulations.
 - Control user access to system folders, files and applications.
 - Monitoring server operation to eliminate network downtime and improve performance.
 - Monitoring and managing all servers. Create and maintain workstation Images using GHOST.
 - Backup data files and programs and perform restoration of data or program whenever required.
 - Ensure computer hardware systems and peripheral equipment are operated in accordance with Department of State guidelines and post computer policies and DS standards ie. SOE-D workstation standards.

NOTA: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. Qualifications Required For Effective Performance

a. Education:

Baccalaureate degree in Computer Science or Information Systems Management, or equivalent is required.

b. Prior Work Experience:

Four (4) years performing progressively responsible experience in the operation, management or utilization of computer systems is required; at least one (1) of which should have been in providing computer user support and installation and operation of integrated business systems.

c. Post Entry Training:

Individual must satisfactorily complete a series of CBT courses covering post's server and electronic mail administration within the first year. Other training will be provided via formal classroom or on-the-job.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):

English level 3. Must be able to interpret, read, write and articulate detailed technical subject matter in English. Spanish Level 3.

e. Job Knowledge:

Must have a good working knowledge of Networking systems, applications and programming, and basic systems hardware analysis and design, including installation and troubleshooting techniques of DOS, GHOST, MS Office 2007/2010 Suite of Applications, Windows XP/Win7, Windows 2003/2008 Security functions, and remote access control, database server, MS SQL server, Oracle Server, MS Access 2007/10. Knowledge of GSO Applications NEPA, Stock Control, Real Property Application (RPA), WebPASS Suite etc. BF Win T&A, E2. CA applications NIV, ACS, ACRS, IV, DV, win ACS and Parser installed at post. Knowledge of personnel application Post Personnel, Knowledge of use and function of Internet systems and protocols required. Must have a good working knowledge of routers, switches, 802.11abn, Microsoft systems tools, and Cisco's architecture. Professional certification by Microsoft such as Microsoft Certified Systems Administrator (MCSA), or Microsoft Certified Application Developer (MCAD), or Microsoft server certifications is required. Certification in CompTia Network + or CompTia Security + or CompTia A+ is required. Excellent knowledge on Microsoft Suite applications is required

f. Skills and Abilities:

Must be able to demonstrate good understanding of the priorities of key managers to ensure that the computer and automation organization is responsive to those needs. Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with officials. Good technical skills to troubleshoot, diagnose and resolve hardware and software problems and to maximize the capabilities of the post computer resources. Good interpersonal skills to develop and maintain user-friendly, positive support and encourage maximum automation of post. Must have outstanding customer service skills. Must be detailed oriented. Must be able to work under pressure.

16. Position Elements

a. Supervision Received:

Directly supervised by the Systems Manager/Deputy Information Systems Officer.

b. Supervision Exercised:

None.

c. Available Guidelines:

Systems Security Standards, DOS Guidelines and Regulations 5 FAM and 5 FAM-9, and Post's Systems Management SOP

d. Exercise of Judgment:

To properly perform the necessary functions to maximize usage, productivity, safety and care of available systems and the data contained therein.

e. Authority to Make Commitments:

As it relates to job holder assigned administrative duties.

f. Nature, Level and Purpose of Contacts:

Incumbent interacts directly with all levels of embassy personnel, local computer industry specialist and internet Service providers.

g. Time Expected to Reach Full Performance Level:

One year.